

2<sup>nd</sup> Quarter 2006

# PATRIOT

The magazine featuring the best of Ft. Stewart/Hunter Army Airfield & neighboring communities.

## Directorate of Information Management keeps eyes on the future

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Welcome ...

In this issue of the *Patriot*, we take a closer look at the Directorate of Information Management. DOIM is an integral network of information and data telecommunications systems that is vital to the every day operation of Fort Stewart and the 3rd Infantry Division. We also take a look at the near-by community of Pembroke. Fort Stewart's next-door neighbor provides quaint, small-town charms for Soldiers to visit or live in.

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## *On the cover ...*

***Derrin Newton with the DOIM Service Management Division brings quality telephone communications to another satisfied customer.***

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# *A letter from the chief,*



Dear readers,



The Director of Information Management is the Information Technology source for the Fort Stewart and Hunter Army Airfield military and civilian employee population.

We are a small but technically robust organization offering a wide range of services that rival those found in the commercial sector. Many of the services offered by the DOIM are taken for granted until technical outages occur and the majority of our formidable staff work behind the scene to ensure that these outages are kept to a minimum.

Some of the services that are available and provided by the DOIM to the military and civilian workforce are database and data management services, web systems management, spam-filtering, messaging services and E-mail. It is all supported by a knowledgeable Help Desk staff which supplies technical assistance and software support, Video Teleconference Center, Multimedia Visual

Information Services to include official photography, video and graphic design, Network Engineering for the planning and design of all network communications for over 10,000 computers, Policy and Operations Security, Voice Communications supporting 30,000 phone lines on the installations, Emergency Trunk Radio support used by the police, ambulance, firefighters and 911 centers, Business Solutions which provides the analytical support between the customer and their needs and the development of new systems, Acquisitions and Procurement Management which provides the technical assessment and approval process for the procurement of new hardware and software and a Training facility equipped with state of the art computers and visual equipment that can be used by the installation personnel for meetings and training.

The DOIM strives to be the customer's preferred choice for Information Technology. Welcome to our world of bits and bytes and where we move information at the speed of light.

***Joyce W. NeeSmith***  
DOIM Chief





DOIM photo

**Construction crews lay down cement over pipes housing fiber optic wires necessary for Fort Stewart and Hunter Army Airfield's future data and communications needs.**

## Service Management paves way for future

*Patriot Staff*

As one of the three divisions that make up the Directorate of Information Management, the Service Management Division provides the backbone of Fort Stewart's and Hunter Army Airfield's data, voice and video communications capabilities.

"SMD plans, engineers, acquires, installs, sustains and secures all communications paths from the wall jack to the point where we connect to the unclassified and classified networks outside of the installation with which we must communicate," Scott Blake, chief of SMD.

Mr. Blake went on to explain that the Information Technology Systems Support Division headed by Mr. Chuck McCallar takes care of the computer systems and applications that plug into and use the infrastructure SMD maintains.

The recent redeployment and reorganization of the 3rd Infantry Division has posed many challenges to the DOIM.

"SMD's current responsibilities include managing the installation and relocation of thousands of phone and local area network outlets as part of the 3rd ID reset," Blake said. "We have a lot of

units moving around and wiring and network switches in many buildings have to be modified or relocated."

One of DOIM's goals is to create a high capacity, flexible but secure communications framework that can support the ever changing and increasingly demanding requirements of the 3rd ID and other tenants.

"The ultimate goal is to make IT services as ubiquitous and flexible as possible for the warfighter and support activities moving in and out of our installation network - approaching the ease of use found with electrical utilities - while still maintaining security - this is a real challenge today as systems and networks become more and more complex and hackers get more sophisticated," Blake said.

With the world of telecommunications always changing and improving, quite literally at the speed of light, so too must the DOIM in order to better support the installation and its tenants.

SMD is currently overseeing and coordinating a multi-year, \$30M communications infrastructure upgrade being funded and fielded by the Installation Information Infrastructure

***Continued on next page***



DOIM photo

***The Service Management Division regularly meets with its customers to discuss their specific and sometimes unique communications needs.***

### **Continued from previous page**

“Information that would normally take hours to a day, only takes a few seconds to a few minutes,” Blake said. “And that information would be encrypted and secure.”

Service Management is expanding on this technology and planning to install VTCs at more locations on post.

“If we have a VTC capabilities in each conference room, then we can have different units talking to each other from all over the post,” he said.

This would cut down on time, he said.

With the world of telecommunication always changing and improving, quite literally at the speed of light, so too must DOIM to better support Fort Stewart HAAF and the 3rd Inf. Div.

Commercial cell service has improved within the past year, and Service Management aims to continue the improvements into 2006.

“Cell service for two major-cell phone providers have improved with the addition of towers an service on both highways, 144 East and 144 West,” Blake said. “Another provdier has also installed ‘Cells on Wheels’ in the Fort Stewart cantonment area.”

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# MVISC — shooting for the history books

**Spc. Giancarlo Casem**  
50th Public Affairs Det.

As part of the Business and IA division of the Directorate of Information Management, the Multimedia Visual Information Service Center is the most visible aspect of DOIM.

Most people on Fort Stewart would probably not associate DOIM and MVISC, however its impact on Fort Stewart is eye-popping.

MVISC's mission is to provide Fort Stewart and the 3rd Infantry Division with photo and video documentation, multimedia and visual information media.

MVISC provides the garrison and division with services that include multimedia presentations, power point briefings, exhibits and displays.

"If someone needs help with a power point presentation to make it livelier, they can come to us and we help them with that," said Steve Ng, MVISC chief. "A good presentation can go a long way."

MVISC can also provide training support in the form of making visual aides.

"Commanders and training NCOs come to us with ideas and we help implement that," he said. "We can make them diagrams  
**Continued on Page 13**



DOIM photo

***Donald Teft, videographer, records a 3rd Inf. Div. welcome home ceremony for video documentation.***



***Catherine Johnson, photographer, takes a DA photo of a Soldier in the MVISC photo studio.***



**Sp. Giancarlo Casem**  
*Patriot Staff*

With all the sensitive data flowing through Fort Stewart and Hunter Army Airfield's data infrastructure, information must travel securely or dire consequences must be faced.

DOIM's Information Assurance does just that.

They provide Fort Stewart and Hunter a blanket of security from hackers, phishers and other groups with malicious intentions.

"We are charged with protection of sensitive government information that is processed on computers or transmitted over

the Internet," said Lottie Camp, installation Information Assurance manager.

Camp said her section has to stay at least one step in front of hackers and phishers.

"We have to evaluate anti-virus policies to make sure they protect against worms and Trojans," she said. "The policies and tools used to protect network projects guards against 'cyber warfare.'"

Camp said their efforts are only as successful as long as the users themselves stay vigilant.

"If we are told or alerted of phishing, we immediately send out a response," she said. "We are constantly pushing down (to the users) patches. We put procedures in place so that information is kept confidential and we keep the integrity of the sys-

tem. We are proactive, not reactive."

Those who have waged 'cyber warfare' against the installation's network integrity will try to hack into anything, Camp said.

"If there's any device that can get hacked into, they will take advantage of it," she said. "It is very important the users keep their computers updated and patched."

Camp tells Information Management Officers to make sure a computer is completely updated and patched before logging onto the network.

Camp said that hackers can take full advantage of a system within 15 days, once they know it is not patched.

Camp has been with this program since 1991 and she said

the differences are stark.

"Back then there were no E-mail, no network and around 100 computers," the soon-to-be retired Camp said. "Now there are over 20,000 users. The threat went from zero to thousands of hits on our firewalls daily."

"This program is successful because our users do their part, they take action," she said. "The more user interface we have, the more successful we are."

From the outside, it may seem like IA just puts up roadblocks for users so they can't access certain sites, however the truth is IA protects users from themselves.

"The users have got to do the right thing," she said. "We're doing the best we can do to protect them."

# IA, your firewall against Cyber warfare

**Continued from Page 9**

and in the training areas within the past year, and SMD aims to continue the improvements into 2006.

"Cell service for our military and civilians has improved with the addition of towers and service for two major service providers on highways 144 East and 144 West", Blake said.

Projected changes and improvements for 2006 include expanding coverage along highway 119 North for the service provider supporting our government Blackberries,

but this brings special challenges with it.

"We had to make special arrangements with this service provider to install tree-height towers along the highway so we wouldn't interfere with military aviators that use the Red Cloud ranges and will soon use the new Digital Multipurpose Range Complex," Blake said.

Cell phone usage has increased among Soldiers and their families, and these improvements will help them communicate as well.

Telephone service on the installation will continue to improve.

"We have consolidated prefixes at Hunter into one prefix with 10,000 numbers, and now Stewart owns two prefixes with 20,000 numbers," Blake said. "By the end of 2006, we will have increased our switching capacity nearly four-fold by adding nine remote switches. These switches are also Voice-over-Internet Protocol capable, meaning one day soon, they can support both traditional telephone connections and the new IP phones that connect to the data network like a PC. We just have some certification and security issues to work out with DoD before we implement VOIP."

Mr. Blake went on to explain that the new fiber ring being installed between HAAF and Stewart will connect these switches together, making them manageable as a single "super-switch" and greatly increasing our options for better survivability since each switch is capable of independent operation.

These improvements are meant to make living and working on this installation much better for the Soldiers, their families, and civilians. With better cell phone coverage for commercial and government needs, better information sharing,

VTC capabilities for use by units, civilians and families, and with significant upgrades in our backbone network, Service Management Division aims to do just that.



***A dozen communications nodes like this provide secure, high speed data and voice communications for nearly 1,000 buildings on the installation.***



DOIM photos

***Video teleconferences has afforded Soldiers the ability to communicate with each other from great distances.***





DOIM photo

***Sgt. Lina Satele, 2nd Bde. Public Affairs, films as Spc. Rebecka Reyes, 50th Public Affairs Det., does the "Marne Report." The news cast is filmed inside MVSIC.***

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that make training easier and better."

MVISC also deals with setting up a mobile public address system. Such systems can be seen during ceremonies and other major events. They can also provide technological consultation support through its staff of knowledgeable professionals.

Video documentation is also provided through MVISC services include local video productions, documentation (change of commands, community events, training and informative events). They also operate the Marne Channel and provides the Public Affairs office with a fully functional news room studio from

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# *IT Systems Support integral to Fort Stewart, HAAF*



DOIM photos

***Above: The Information Technology Systems Support Division, headed by Chuck McCallar, provides excellent service to Soldiers and other Fort Stewart and Hunter Airfield personnel through the help desk.***

***Right: IT division also manages a computer triage for tactical computers to be reintegrated into DOIM's network.***

***Below: Networking systems must be checked frequently to ensure its security and operational status.***







DOIM photo

***Tina Durland, visual information specialist, performs maintenance on a large format printer.***

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which the Marne Report is broadcast from.

Another major functional mission of MVISC is its photo documentation.

As with video documentation, photo documentation is also vital for historical purposes.

“The videos and photos that we take will be recorded in history for many years to come,” Ng said.

Primarily, though Soldiers come to MVISC for their official DA photos.

“These could mean somebody’s career,” he said. “Our photographers know that so we do what we can to help them out. We take pride in our first-class DA photo support for Soldiers. We have Soldiers go out of their way to have their DA photo done by us. It impacts a Soldiers and his or her family when it comes

to having the best DA photo for their promotion board. This is serious business to our customers, the Soldiers, and we do our job with that in mind.

Although it may be hard to make the connection between a video production and photography studio and how they support the U.S. Army, Ng said MVISC is directly involved.

“I believe our role here in the MVISC is to provide multimedia support to the 3rd Inf. Div. Soldiers to assist their day-to-day quest to be the best fighting force in the U.S. Army and in the world,” Ng said. “From additional logistic tracking charts to training DVDs, power point briefings to certificate designs. Not only do we produce training material, but we also provide tools to make this division and its supporting units shine.”

# A closer I👁️k at Margie Diller

## System administrator – more than meets the eye.

**Spc. Giancarlo Casem**  
50th Public Affairs

As Soldiers come into the Multimedia Visual Information Service Center to get ready for their Department of the Army photos, they want to be assured that everything is in place, that is where Margie Diller comes in.

Diller is a 21-year Fort Stewart civilian employee, and she knows the Army uniform regulations like the back of her hand.

“We (all civilian employees) are here to support the Soldiers, they are not here to support us,” Diller said. “Without the military, I would not have a job.”

Diller has made a reputation and a name for herself at MVISC. Although she officially serves as the installation VI Automated Management Software system administrator, many Soldiers have come to her personally for a once-over for their Class A uniforms.

“It’s feels great to support the Soldiers,” she said. “Especially if it helps them feel better about their uniforms and how they look like in their pictures.”

Soldiers who come in through the front door are usually greeted with Diller’s warm smile and after a few minutes, they

hear the sound of her infectious laughter. Diller spent a bulk of her youth having to move with her family around quite often, much like a military family.

The mother-of-three’s road to Fort Stewart started in Augsburg, Germany, in October 1982. While in Augsburg, she worked for Dental Activity section as a statistical clerk. In 1985, Diller moved to Fort Stewart.

She then worked for the Directorate of Contracting and for the Criminal Investigation Division.

In February 1987, she then began working for the Training Support Center, Photo Lab, the MVISC’s predecessor. Diller has been at Fort Stewart ever since then and considers the area as her home.

“I’ve been here a long time,” Diller said. “I consider this my home.”

Although she had no prior professional photography training or interest past casual family pictures, her exposure to professional photographers has helped her improve her picture-taking skills.

She has had her share of photography, sometimes taking pictures herself.

During her more than 19 years at Fort Stewart, Diller and the staff at MVISC have taken more than 50,000 DA photos.

“My coworkers here make it very interesting,” she said. “They are all the artistic type and they all have fun personali-

**Continued on next page**



Photos by Spc. Giancarlo Casem

**Margie Diller helps Chap. (Capt.) John Min, 92nd Eng. Co., with his uniform prior to his DA photo shoot.**



**Continued from previous page**

ties. They are all very talented.”

Throughout the years, there has also been numerous changes to Army uniform regulations, and Diller has been on top of them.

“I check with ARs (Army Regulations) all the time to keep up with the changes,” Diller said.

She said that it is better for everyone that everything gets done right the first time.

“It’s important for me to know these things so we can get it right,” she said. “It would be a waste of their time and ours and government money.”

Diller’s reputation for catching uniform discrepancies and knowledge of Army regulations is well known in the Fort Stewart community.

“I have had sergeant majors come in here and ask me to check their dress blues for them,” she said. “They wouldn’t go to their functions

without me checking everything out first, so I had to get the regs out for that. I have also had general’s aides come in that wasn’t aware of some of the new regs, so I had to basically sit down and help them get their general’s uniforms ready. I have had to show a lot of Soldiers the regs, Soldiers have other things to worry about like training or deployments.”

Diller’s work ethic is also witnessed and appreciated by her peers.

“People remember her,” said Steve Ng, VI manager. “They remember who took care of them the last time they were here. Soldiers feel comfortable with someone who could tell them the regs, they can take comfort from that. They have a lot on the line, so it is really important.”

During her off time, Diller spends her time with her husband of 16 years, Jim and has recently picked up running as a past time.

“Last year, in the process of losing weight, I decided on running the Army 10-Miler,” she said. “All the kids have moved out of the house so we’re empty-nesters now so this gives me something to do.”

Diller ran the Army 10-Miler last year and also ran the Gate River 15K Run in Jacksonville in March. She also plans to run a half-marathon sometime this year.

Diller ran the Army 10-Miler as a way to support the Soldiers, she said. This level of commitment extends from her personal views on what it means to be an Army civilian employee.

“I think there are too many civilians on Fort Stewart that have just the opposite opinion or have just forgotten this,” she said. “Back when I started working for the Army I had to take an oath to support the Army and I guess I’ve always taken that seriously.”

# A letter from the mayor,



Dear readers,

On behalf of the Pembroke City Council and the City Hall staff, welcome to Pembroke.

Pembroke is a community on the move. We offer a full range of municipal services including a wide variety of housing choices, network to other areas of the region and a growing economic climate.

Also, being the county seat of Bryan County, one of the fastest growing counties in the nation, essential county services are only a few blocks away.

Today, Pembroke offers a quality of life unsurpassed in the region. We take pride in our city and its future.

We celebrated our fine city's Centennial this year with a grand celebration and are looking forward to another hundred years of prosperity.

If you are looking for the charm and character of small town America, while being close to the amenities of larger cities, then Pembroke is your place.

The city serves its people as a bedroom community for commuters and a great place to work within minutes of home. Within a half hour drive of Savannah, Statesboro, Claxton and Hineville, Pembroke is close to everywhere.

With over 3,000 residents, Pembroke has enjoyed a steady manageable rate of growth. This has meant that the schools, roads, water system, traffic and other important elements of the community have kept pace with the growth.

We enjoy many and various retail and commercial establishments as well as popular youth programs like the Girl Scouts, 4-H, Boy Scouts, YMCA summer program and Junior 911 officer program. We have active civic organizations such as Shriners, American Legion, and Lions Club. Seniors can find a great meal, activities and conversation at the Senior Citizens Center housed in a beautiful, historic downtown building, and a great place to live at the luxurious McFadden Place Apartment.

With over 100 years of history, Pembroke has managed to retain most of its historic buildings and neighborhoods.

Pembroke is a community that comes together to make great things happen.

Each December, the city along with the Bryan County Extension Office hosts a Christmas in Pembroke festival with a parade, city-wide decorations, musical performances and a huge open-air market that brings thousands of visitors eager to share in the atmosphere of Pembroke.

At the end of October, the city plays host to a hot air Balloon Festival. Combining the beautiful balloons, costumes contests, hayrides, music and carnival rides; the Pembroke Balloon Festival is now planning for its sixth year and is rapidly becoming a tradition in the region.

In addition, in the spring, Pembroke is an active participant in the Georgia Municipal Association's City Government week activities. During the month of April, the Pembroke City Government opens its doors in a celebration of the most important levels of government.

Pembroke is fortunate in many ways. The city enjoys low crime, low taxes, good schools, involved and informed residents, an active and devout church community and a caring and responsive city government.

The city of Pembroke has made a firm commitment to devote the time and resources to intelligently plan future growth thus preserving the best of the past for a livable future.

Thanks you for your interest in Pembroke. I hope you will take time to explore our city and learn of the many advantages Pembroke has to offer.



*Honorable Judy Cook*





# Pembroke is Proud to Welcome You!

Founded in 1905, Pembroke is a charming railroad community that has managed to retain the charm and character that make it Bryan County's best small town. Pembroke has kept the atmosphere of serenity, safety and pleasant living that makes it a great place to live, work and raise a family.

Pembroke is the county seat of Bryan County, hosting the many offices and services of Bryan County. Pembroke is a bedroom community west of Savannah with access to all the amenities. Pembroke hosts festivals in the fall and winter, including a Hot Air Balloon Festival that draws thousands of visitors each year to see the balloons and enjoy the festivities. In December, Pembroke opens its doors to the 4-H's Christmas Parade and Festival, with an open air market featuring scores of handcrafters, food vendors and entertainers in our town-center park.

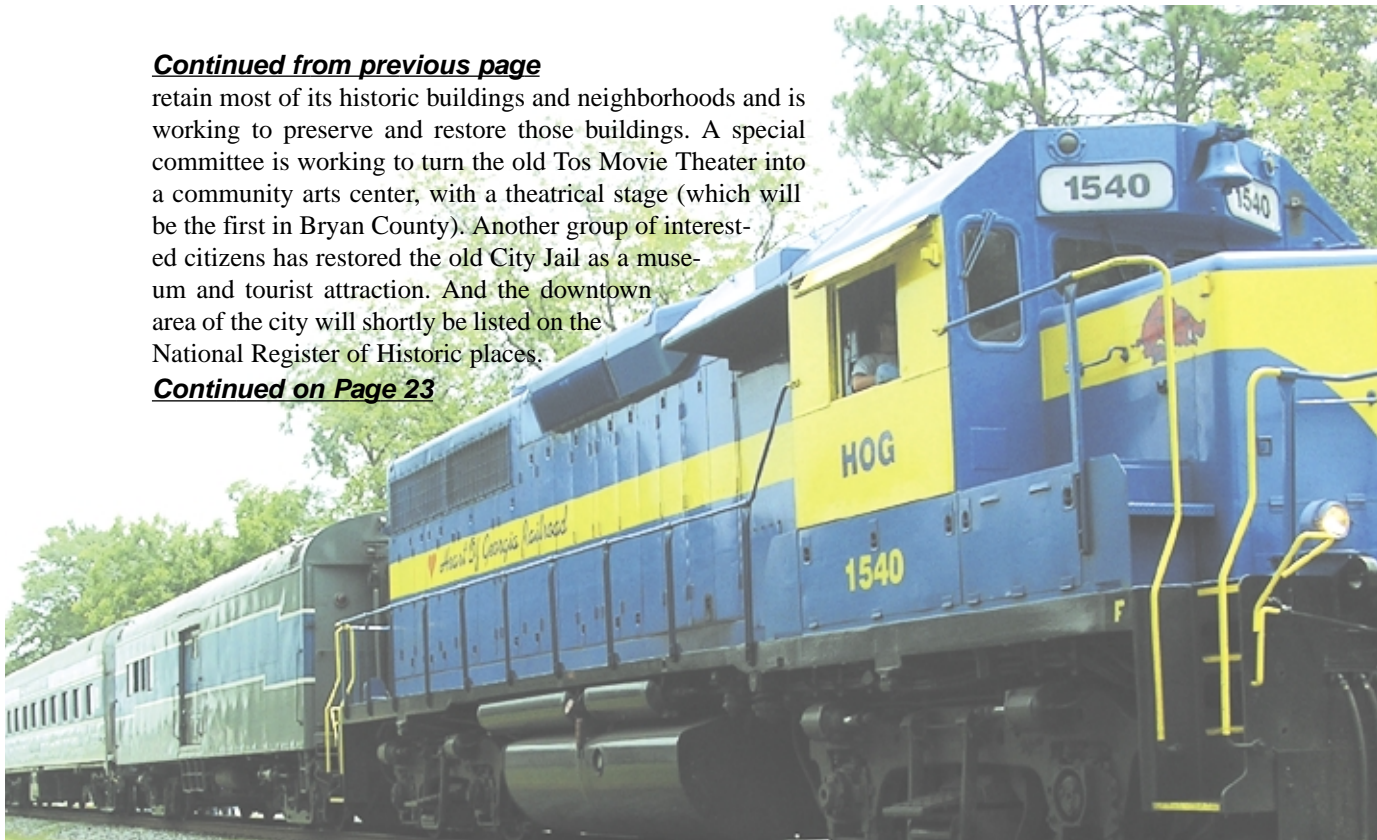
An Historic Railroad Community  
Pembroke has managed to  
**Continued on next page**



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retain most of its historic buildings and neighborhoods and is working to preserve and restore those buildings. A special committee is working to turn the old Tos Movie Theater into a community arts center, with a theatrical stage (which will be the first in Bryan County). Another group of interested citizens has restored the old City Jail as a museum and tourist attraction. And the downtown area of the city will shortly be listed on the National Register of Historic places.

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## *Pembroke hosts hot-air balloon festival*

*Patriot Staff*

Each Fall, all eyes tend to look upwards when Pembroke hosts its annual Hot Air Balloon Festival in North Bryan County.

That's because several colorful hot-air balloons lift off from an undisclosed location and head for the downtown area.

In addition to the awe-inspiring hot air balloon races, the event offers festival goers musical performances, a night glow, exhibits, a variety of food and an assortment of arts and crafts.

Coordinator Tonya Raulerson said an estimated 7,000 people attended this past year's event. She believes that number will grow in coming years.

In addition to a large crowd, 13 balloons took part in the

event, including hot-air balloon world record holder and Black Creek (Bryan County) resident Andy Cayton.

Those who want to see the balloons in flights can usually do so in the early morning hours and at dusk- weather permitting. When the sun goes down spectators can view the "balloon night glow" in the empty field near the Bryan County Sheriff's Complex.

The festival is also successful because of the variety of food booths that are offered.

Seafood, funnel cakes, barbeque and philly cheese steak are among the cuisine typically offered.

Other vendors showcase such items as purses, jewelry, wood work, toys, and arts and crafts.

Carnival rides, a rock climbing wall, reverse bungee jump and moonwalk are also provided for the children to enjoy.

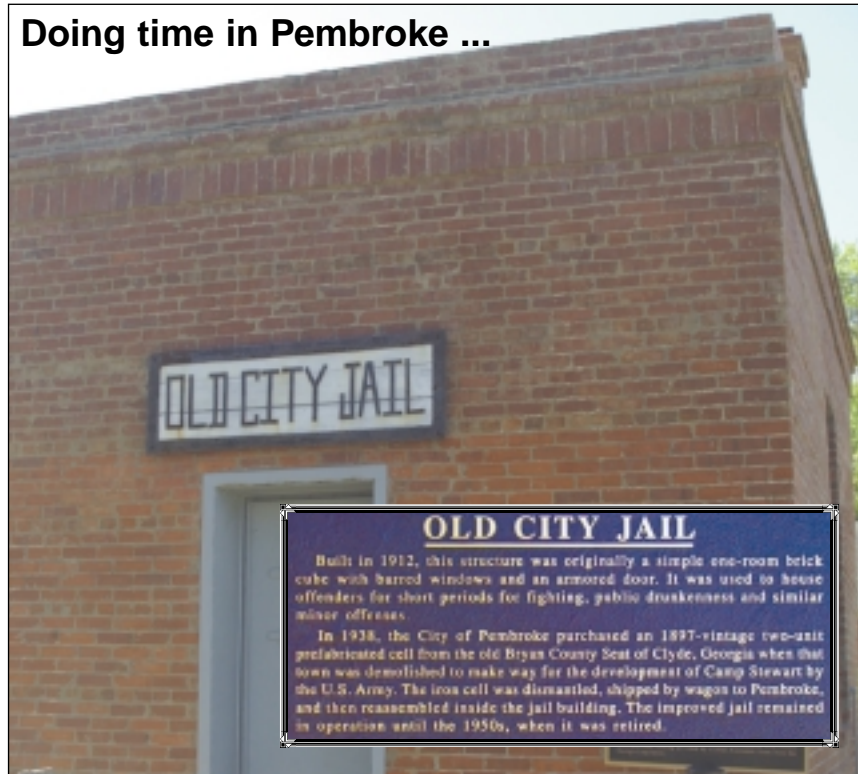
This year's festival is scheduled for October 27 & 28.

**Continued from Page 21****Pembroke is Growing!**

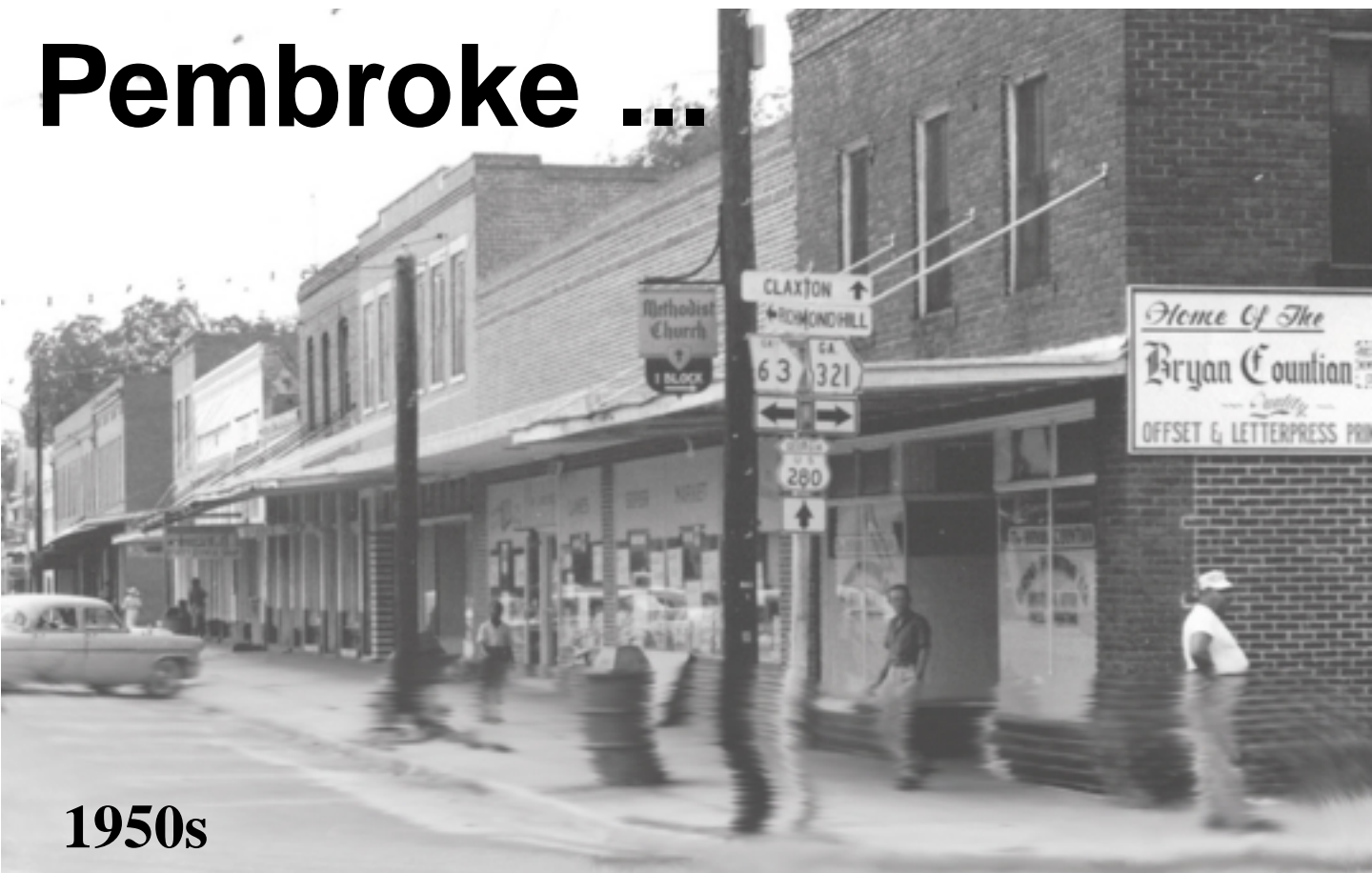
With 2,400 residents, Pembroke has enjoyed a steady, manageable rate of growth for most of the last decade. This has meant that the schools, roads and other important elements of the community have kept pace with the growth. The municipal tax levy is as low as it has been in twenty years, yet residents of Pembroke enjoy services that are, if anything, even better than those of the past, a fact that new businesses appreciate.

**Working Together for the Future**

Pembroke is a community that comes together to make great things happen. The city enjoys low crime, low taxes, good schools, involved and informed residents, an active chamber of commerce, a devout church community, and a caring and responsive city government. The City of Pembroke has made a firm commitment to devote the time and resources to intelligently plan our future growth, preserving the best of the past for a livable future.

**Doing time in Pembroke ...**

# Pembroke ...



1950s



2006





Courtesy photo

*Visitors can relax at the Pembroke Memorial Park, or enjoy a quiet afternoon stroll.*